Enterprise Incident Report March 2012

As of 4/2/2012

Health

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Health	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	14 0	0 0	14 0
		Martin Gonzalez	0 0	7 7	0 0	7 7
		Paul Lundell	0 0	4 0	0 0	4 0
		Terry Forsgren	0 0	9 1	0 0	9 1
		Tony Larsen	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	53 8	0 0	53 8
	Application Support - LIMS	Steven Tuttle	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - Oracle	Jill Everett	0 0	1 1	0 0	1 1

Health

			High	Low	Medium	FCR Total
Health	Application Support - Oracle	Ryan Nicol	0 0	8 0	0 0	8 0
		Tony Hess	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	11 1	0 0	11 1
	Application Support - WIC	Matthew Earl	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	4 4	0 0	4 4
	Budget	Kellie Lewis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Campus Networking	Jordy Davis	0 0	5 3	0 0	5 3
		Assigned to Individual Total	0 0	5 3	0 0	5 3
	Capitol Hosting	Conn Peterson	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	12 11	0 0	12 11
		Eileen Dubach	0 0	4 4	0 0	4 4
		Fred Schmidt	0 0	1 1	0 0	1 1

Health

			High	Low	Medium	FCR Total
Health	Help Desk	James Stearns	0 0	9 9	0 0	9 9
		Julie VanBeekum	0 0	6 6	0 0	6 6
		Vicky Marrelli	0 0	10 9	0 0	10 9
		Assigned to Individual Total	0 0	42 40	0 0	42 40
	Metro A Help Desk	Liz Evans	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro B Desktop Support	Ken Bolkcom	0 0	4 0	0 0	4 0
		Michael Barth	0 0	1 0	0 0	1 0
		Peter Musser	0 0	2 1	0 0	2 1
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 1	0 0	8 1
	Metro B Help Desk	Gary Graham	0 0	5 3	0 0	5 3
		Val Shepherd	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 3	0 0	7 3

Health

			High	Low	Medium	FCR Total
Health	Metro C Help Desk	Chris Olson	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Metro C West Desktop Support	Cody Flanders	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro D Desktop Support	Eldon Jenson	0 0	55 19	0 0	55 19
		Matthew Earl	0 0	12 12	0 0	12 12
		Michael Schmidt	0 0	30 1	0 0	30 1
		Philip Henderson	0 0	55 40	1 1	56 41
		Steve Gibb	0 0	19 6	0 0	19 6
		Tina West	0 0	38 5	0 0	38 5
		Assigned to Individual Total	0 0	209 83	1 1	210 84
	Metro D Help Desk	Doug Brown	0 0	55 45	0 0	55 45
		Jed Patrick	0 0	28 24	0 0	28 24
		John Robinson	0 0	35 23	0 0	35 23

Health

			High	Low	Medium	FCR Total
Health	Metro D Help Desk	Assigned to Individual Total	0 0	118 92	0 0	118 92
	Metro D Hosting	Danny Simmons	0 0	5 0	0 0	5 0
		Randy Taylor	0 0	5 0	2 0	7 0
		Sean McMillan	0 0	7 0	0 0	7 0
		Shawn Goble	0 0	3 0	0 0	3 0
		Steven Haderlie	0 0	6 1	1 0	7 1
		Assigned to Individual Total	0 0	26 1	3 0	29 1
	Network Operations	J. L. Flack	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	17 2	0 0	17 2
		Christie Burnham	0 0	9 1	0 0	9 1
		Duane Hardy	0 0	68 32	0 0	68 32
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	95 35	0 0	95 35

Health

			High	Low	Medium	FCR Total
Health	Rural Central Desktop Support	Paul Petersen	0 0	5 5	0 0	5 5
		Robert Case	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	2 2	0 0	2 2
		Ron LeBaron	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	9 8	0 0	9 8
	Rural North Desktop Support	Dane Smith	0 0	1 0	0 0	1 0
		Don Higgs	0 0	1 1	0 0	1 1
		Kim Ratushniak	0 0	5 5	0 0	5 5
		Lori Hartzell	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	3 0	0 0	3 0
		Ruston McKay	0 0	17 17	0 0	17 17
		Assigned to Individual Total	0 0	28 23	0 0	28 23
	Rural South Desktop Support	Lance Nay	0 0	1 1	0 0	1 1
		Meladye Shively	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	FCR Total
Health	Rural South Desktop Support	**Assigned to Individual** **Total**	0 0	2 1	0 0	2 1
	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual **Total**	0 0	3 1	0 0	3 1
	Voice Engineering	Tony DiConza	0 0	1 0	0 0	1 0
		Assigned to Individual **Total**	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	2 2	0 0	2 2
		Assigned to Individual **Total**	0 0	9 2	0 0	9 2
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	FCR Total
Health	Voice/Data/WAN Services	T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Assigned Group Total		1 0	647 309	4 1	652 310
Customer Company Total			1 0	647 309	4 1	652 310

Enterprise Incident Report March 2012

As of 4/2/2012

Health

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Health	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	14 1	0 0	14 1
		Martin Gonzalez	0 0	7 3	0 0	7 3
		Paul Lundell	0 0	4 1	0 0	4 1
		Terry Forsgren	0 0	9 2	0 0	9 2
		Tony Larsen	0 0	16 7	0 0	16 7
		Assigned to Individual Total	0 0	53 14	0 0	53 14
	Application Support - LIMS	Steven Tuttle	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - Oracle	Jill Everett	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	MIR Total
Health	Application Support - Oracle	Ryan Nicol	0 0	8 6	0 0	8 6
		Tony Hess	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	11 8	0 0	11 8
	Application Support - WIC	Matthew Earl	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Budget	Kellie Lewis	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Campus Networking	Jordy Davis	0 0	5 2	0 0	5 2
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Capitol Hosting	Conn Peterson	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	12 0	0 0	12 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		Fred Schmidt	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	MIR Total
Health	Help Desk	James Stearns	0 0	9 0	0 0	9 0
		Julie VanBeekum	0 0	6 1	0 0	6 1
		Vicky Marrelli	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	42 1	0 0	42 1
	Metro A Help Desk	Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Ken Bolkcom	0 0	4 1	0 0	4 1
		Michael Barth	0 0	1 0	0 0	1 0
		Peter Musser	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 1	0 0	8 1
	Metro B Help Desk	Gary Graham	0 0	5 0	0 0	5 0
		Val Shepherd	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0

Enterprise Incident Report March 2012
As of 4/2/2012

Health

			High	Low	Medium	MIR Total
Health	Metro C Help Desk	Chris Olson	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C West Desktop Support	Cody Flanders	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro D Desktop Support	Eldon Jenson	0 0	55 1	0 0	55 1
		Matthew Earl	0 0	12 0	0 0	12 0
		Michael Schmidt	0 0	30 6	0 0	30 6
		Philip Henderson	0 0	55 1	1 0	56 1
		Steve Gibb	0 0	19 1	0 0	19 1
		Tina West	0 0	38 1	0 0	38 1
		Assigned to Individual Total	0 0	209 10	1 0	210 10
	Metro D Help Desk	Doug Brown	0 0	55 2	0 0	55 2
		Jed Patrick	0 0	28 0	0 0	28 0
		John Robinson	0 0	35 2	0 0	35 2

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	MIR Total
Health	Metro D Help Desk	Assigned to Individual Total	0 0	118 4	0 0	118 4
	Metro D Hosting	Danny Simmons	0 0	5 0	0 0	5 0
		Randy Taylor	0 0	5 3	2 1	7 4
		Sean McMillan	0 0	7 1	0 0	7 1
		Shawn Goble	0 0	3 1	0 0	3 1
		Steven Haderlie	0 0	6 1	1 0	7 1
		Assigned to Individual Total	0 0	26 6	3 1	29 7
	Network Operations	J. L. Flack	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	17 0	0 0	17 0
		Christie Burnham	0 0	9 1	0 0	9 1
		Duane Hardy	0 0	68 0	0 0	68 0
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	95 1	0 0	95 1

Health

			High	Low	Medium	MIR Total
Health	Rural Central Desktop Support	Paul Petersen	0 0	5 0	0 0	5 0
		Robert Case	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	2 0	0 0	2 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Rural North Desktop Support	Dane Smith	0 0	1 1	0 0	1 1
		Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	5 0	0 0	5 0
		Lori Hartzell	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	3 0	0 0	3 0
		Ruston McKay	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	28 1	0 0	28 1
	Rural South Desktop Support	Lance Nay	0 0	1 0	0 0	1 0
		Meladye Shively	0 0	1 1	0 0	1 1

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	MIR Total
Health	Rural South Desktop Support	Assigned to Individual Total	0 0	2 1	0 0	2 1
	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Voice Engineering	Tony DiConza	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 2	0 0	2 2
		Mike Johnson	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	MIR Total
Health	Voice/Data/WAN Services	T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 2	0 0	7 2
	Assigned Group Total		1 0	647 54	4 1	652 55
Customer Company Total			1 0	647 54	4 1	652 55

Health

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Health	Application Services	Bart Purser	0 0.00	1 0.39	0 0.00	1 0.39
		Danielle Hood	0 0.00	2 0.78	0 0.00	2 0.78
		Dustin Crump	0 0.00	14 0.45	0 0.00	14 0.45
		Martin Gonzalez	0 0.00	7 0.85	0 0.00	7 0.85
		Paul Lundell	0 0.00	4 0.69	0 0.00	4 0.69
		Terry Forsgren	0 0.00	9 0.68	0 0.00	9 0.68
		Tony Larsen	0 0.00	16 0.94	0 0.00	16 0.94
		Assigned to Individual Total	0 0.00	53 0.72	0 0.00	53 0.72
	Application Support - LIMS	Steven Tuttle	0 0.00	1 1.19	0 0.00	1 1.19
		Assigned to Individual Total	0 0.00	1 1.19	0 0.00	1 1.19
	Application Support - Oracle	Jill Everett	0 0.00	1 0.54	0 0.00	1 0.54

Enterprise Incident Report March 2012
As of 4/2/2012

Health

			High	Low	Medium	ATTIR Total
Health	Application Support - Oracle	Ryan Nicol	0 0.00	8 192.30	0 0.00	8 192.30
		Tony Hess	0 0.00	2 2.98	0 0.00	2 2.98
		Assigned to Individual Total	0 0.00	11 140.44	0 0.00	11 140.44
	Application Support - WIC	Matthew Earl	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Budget	Kellie Lewis	0 0.00	1 3.26	0 0.00	1 3.26
		Assigned to Individual Total	0 0.00	1 3.26	0 0.00	1 3.26
	Campus Networking	Jordy Davis	0 0.00	5 128.52	0 0.00	5 128.52
		Assigned to Individual Total	0 0.00	5 128.52	0 0.00	5 128.52
	Capitol Hosting	Conn Peterson	1 0.09	0 0.00	0 0.00	1 0.09
		Assigned to Individual Total	1 0.09	0 0.00	0 0.00	1 0.09
	Help Desk	Brenda Treadway	0 0.00	12 0.01	0 0.00	12 0.01
		Eileen Dubach	0 0.00	4 0.21	0 0.00	4 0.21
		Fred Schmidt	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	ATTIR Total
Health	Help Desk	James Stearns	0 0.00	9 0.08	0 0.00	9 0.08
		Julie VanBeekum	0 0.00	6 0.29	0 0.00	6 0.29
		Vicky Marrelli	0 0.00	10 0.04	0 0.00	10 0.04
		Assigned to Individual Total	0 0.00	42 0.09	0 0.00	42 0.09
	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Ken Bolkcom	0 0.00	4 0.53	0 0.00	4 0.53
		Michael Barth	0 0.00	1 0.28	0 0.00	1 0.28
		Peter Musser	0 0.00	2 0.07	0 0.00	2 0.07
		Tyler Pearce	0 0.00	1 0.47	0 0.00	1 0.47
		Assigned to Individual Total	0 0.00	8 0.37	0 0.00	8 0.37
	Metro B Help Desk	Gary Graham	0 0.00	5 0.15	0 0.00	5 0.15
		Val Shepherd	0 0.00	2 0.41	0 0.00	2 0.41
		Assigned to Individual Total	0 0.00	7 0.22	0 0.00	7 0.22

Health

			High	Low	Medium	ATTIR Total
Health	Metro C Help Desk	Chris Olson	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	3 0.58	0 0.00	3 0.58
		Assigned to Individual Total	0 0.00	3 0.58	0 0.00	3 0.58
	Metro D Desktop Support	Eldon Jenson	0 0.00	55 0.24	0 0.00	55 0.24
		Matthew Earl	0 0.00	12 0.01	0 0.00	12 0.01
		Michael Schmidt	0 0.00	30 0.60	0 0.00	30 0.60
		Philip Henderson	0 0.00	55 0.18	1 0.11	56 0.18
		Steve Gibb	0 0.00	19 0.31	0 0.00	19 0.31
		Tina West	0 0.00	38 0.30	0 0.00	38 0.30
		Assigned to Individual Total	0 0.00	209 0.28	1 0.11	210 0.28
	Metro D Help Desk	Doug Brown	0 0.00	55 0.10	0 0.00	55 0.10
		Jed Patrick	0 0.00	28 0.05	0 0.00	28 0.05
		John Robinson	0 0.00	35 0.20	0 0.00	35 0.20

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	ATTIR Total
Health	Metro D Help Desk	Assigned to Individual Total	0 0.00	118 0.12	0 0.00	118 0.12
	Metro D Hosting	Danny Simmons	0 0.00	5 0.35	0 0.00	5 0.35
		Randy Taylor	0 0.00	5 1.10	2 1.45	7 1.20
		Sean McMillan	0 0.00	7 0.42	0 0.00	7 0.42
		Shawn Goble	0 0.00	3 0.89	0 0.00	3 0.89
		Steven Haderlie	0 0.00	6 0.47	1 0.58	7 0.48
		Assigned to Individual Total	0 0.00	26 0.60	3 1.16	29 0.66
	Network Operations	J. L. Flack	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Cal Brinton	0 0.00	17 0.18	0 0.00	17 0.18
		Christie Burnham	0 0.00	9 0.44	0 0.00	9 0.44
		Duane Hardy	0 0.00	68 0.12	0 0.00	68 0.12
		None	0 0.00	1 0.32	0 0.00	1 0.32
		Assigned to Individual Total	0 0.00	95 0.16	0 0.00	95 0.16

Health

			High	Low	Medium	ATTIR Total
Health	Rural Central Desktop Support	Paul Petersen	0 0.00	5 0.00	0 0.00	5 0.00
		Robert Case	0 0.00	1 0.00	0 0.00	1 0.00
		Rod Montoya	0 0.00	2 0.00	0 0.00	2 0.00
		Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	9 0.00	0 0.00	9 0.00
	Rural North Desktop Support	Dane Smith	0 0.00	1 1.69	0 0.00	1 1.69
		Don Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Kim Ratushniak	0 0.00	5 0.00	0 0.00	5 0.00
		Lori Hartzell	0 0.00	1 0.14	0 0.00	1 0.14
		Neil Smedley	0 0.00	3 0.39	0 0.00	3 0.39
		Ruston McKay	0 0.00	17 0.00	0 0.00	17 0.00
		Assigned to Individual Total	0 0.00	28 0.11	0 0.00	28 0.11
	Rural South Desktop Support	Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Meladye Shively	0 0.00	1 1.01	0 0.00	1 1.01

Health

			High	Low	Medium	ATTIR Total
Health	Rural South Desktop Support	**Assigned to Individual Total**	0 0.00	2 0.50	0 0.00	2 0.50
	Strategic Communications	Dennis Rogers	0 0.00	2 0.92	0 0.00	2 0.92
		Luis Larios	0 0.00	1 0.49	0 0.00	1 0.49
		Assigned to Individual Total	0 0.00	3 0.77	0 0.00	3 0.77
	Voice Engineering	Tony DiConza	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	1 0.21	0 0.00	1 0.21
	Voice Operations	Gail Christiansen	0 0.00	4 0.28	0 0.00	4 0.28
		Julie Sabato	0 0.00	1 0.63	0 0.00	1 0.63
		Kelly Johnson	0 0.00	2 0.34	0 0.00	2 0.34
		Romanza Hamblin Sorensen	0 0.00	2 0.19	0 0.00	2 0.19
		Assigned to Individual Total	0 0.00	9 0.31	0 0.00	9 0.31
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 2.70	0 0.00	2 2.70
		Mike Johnson	0 0.00	2 0.43	0 0.00	2 0.43
		Spencer Blodgett	0 0.00	1 0.46	0 0.00	1 0.46

Enterprise Incident Report March 2012
As of 4/2/2012

Health

			High	Low	Medium	ATTIR Total
Health	Voice/Data/WAN Services	T Artis	0 0.00	2 0.19	0 0.00	2 0.19
		Assigned to Individual Total	0 0.00	7 1.01	0 0.00	7 1.01
	Assigned Group Total		1 0.09	647 3.65	4 0.90	652 3.62
Customer Company Total			1 0.09	647 3.65	4 0.90	652 3.62

Health

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MR Total**
Health	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	14 2	0 0	14 2
		Martin Gonzalez	0 0	7 0	0 0	7 0
		Paul Lundell	0 0	4 0	0 0	4 0
		Terry Forsgren	0 0	9 0	0 0	9 0
		Tony Larsen	0 0	16 1	0 0	16 1
		Assigned to Individual Total	0 0	53 3	0 0	53 3
	Application Support - LIMS	Steven Tuttle	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Oracle	Jill Everett	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	MR Total
Health	Application Support - Oracle	Ryan Nicol	0 0	8 7	0 0	8 7
		Tony Hess	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	11 7	0 0	11 7
	Application Support - WIC	Matthew Earl	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Budget	Kellie Lewis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Campus Networking	Jordy Davis	0 0	5 2	0 0	5 2
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Capitol Hosting	Conn Peterson	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	12 0	0 0	12 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		Fred Schmidt	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	MR Total
Health	Help Desk	James Stearns	0 0	9 0	0 0	9 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Vicky Marrelli	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	42 0	0 0	42 0
	Metro A Help Desk	Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Ken Bolkcom	0 0	4 0	0 0	4 0
		Michael Barth	0 0	1 0	0 0	1 0
		Peter Musser	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro B Help Desk	Gary Graham	0 0	5 0	0 0	5 0
		Val Shepherd	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0

Health

			High	Low	Medium	MR Total
Health	Metro C Help Desk	Chris Olson	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C West Desktop Support	Cody Flanders	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro D Desktop Support	Eldon Jenson	0 0	55 0	0 0	55 0
		Matthew Earl	0 0	12 0	0 0	12 0
		Michael Schmidt	0 0	30 1	0 0	30 1
		Philip Henderson	0 0	55 1	1 0	56 1
		Steve Gibb	0 0	19 1	0 0	19 1
		Tina West	0 0	38 2	0 0	38 2
		Assigned to Individual Total	0 0	209 5	1 0	210 5
	Metro D Help Desk	Doug Brown	0 0	55 0	0 0	55 0
		Jed Patrick	0 0	28 1	0 0	28 1
		John Robinson	0 0	35 1	0 0	35 1

Health

			High	Low	Medium	MR Total
Health	Metro D Help Desk	Assigned to Individual Total	0 0	118 2	0 0	118 2
	Metro D Hosting	Danny Simmons	0 0	5 1	0 0	5 1
		Randy Taylor	0 0	5 1	2 0	7 1
		Sean McMillan	0 0	7 0	0 0	7 0
		Shawn Goble	0 0	3 0	0 0	3 0
		Steven Haderlie	0 0	6 0	1 0	7 0
		Assigned to Individual Total	0 0	26 2	3 0	29 2
	Network Operations	J. L. Flack	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	17 0	0 0	17 0
		Christie Burnham	0 0	9 0	0 0	9 0
		Duane Hardy	0 0	68 1	0 0	68 1
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	95 1	0 0	95 1

Health

			High	Low	Medium	MR Total
Health	Rural Central Desktop Support	Paul Petersen	0 0	5 0	0 0	5 0
		Robert Case	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	2 0	0 0	2 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Rural North Desktop Support	Dane Smith	0 0	1 0	0 0	1 0
		Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	5 0	0 0	5 0
		Lori Hartzell	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	3 0	0 0	3 0
		Ruston McKay	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	28 0	0 0	28 0
	Rural South Desktop Support	Lance Nay	0 0	1 0	0 0	1 0
		Meladye Shively	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	MR Total
Health	Rural South Desktop Support	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Voice Engineering	Tony DiConza	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	MR Total
Health	Voice/Data/WAN Services	T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Assigned Group Total		1 0	647 23	4 0	652 23
Customer Company Total			1 0	647 23	4 0	652 23

Health

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Health	Application Services	Bart Purser	0 0.00	1 1.81	0 0.00	1 1.81
		Danielle Hood	0 0.00	2 0.81	0 0.00	2 0.81
		Dustin Crump	0 0.00	14 2.09	0 0.00	14 2.09
		Martin Gonzalez	0 0.00	7 1.03	0 0.00	7 1.03
		Paul Lundell	0 0.00	4 2.45	0 0.00	4 2.45
		Terry Forsgren	0 0.00	9 1.38	0 0.00	9 1.38
		Tony Larsen	0 0.00	16 2.06	0 0.00	16 2.06
		Assigned to Individual Total	0 0.00	53 1.79	0 0.00	53 1.79
	Application Support - LIMS	Steven Tuttle	0 0.00	1 1.19	0 0.00	1 1.19
		Assigned to Individual Total	0 0.00	1 1.19	0 0.00	1 1.19
	Application Support - Oracle	Jill Everett	0 0.00	1 3.22	0 0.00	1 3.22

Health

			High	Low	Medium	ATTR Total
Health	Application Support - Oracle	Ryan Nicol	0 0.00	8 195.84	0 0.00	8 195.84
		Tony Hess	0 0.00	2 2.98	0 0.00	2 2.98
		Assigned to Individual Total	0 0.00	11 143.26	0 0.00	11 143.26
	Application Support - WIC	Matthew Earl	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Budget	Kellie Lewis	0 0.00	1 3.26	0 0.00	1 3.26
		Assigned to Individual Total	0 0.00	1 3.26	0 0.00	1 3.26
	Campus Networking	Jordy Davis	0 0.00	5 294.58	0 0.00	5 294.58
		Assigned to Individual Total	0 0.00	5 294.58	0 0.00	5 294.58
	Capitol Hosting	Conn Peterson	1 0.09	0 0.00	0 0.00	1 0.09
		Assigned to Individual Total	1 0.09	0 0.00	0 0.00	1 0.09
	Help Desk	Brenda Treadway	0 0.00	12 0.01	0 0.00	12 0.01
		Eileen Dubach	0 0.00	4 0.21	0 0.00	4 0.21
		Fred Schmidt	0 0.00	1 0.06	0 0.00	1 0.06

Health

Health			High	Low	Medium	ATTR Total
Health	Help Desk	James Stearns	0 0.00	9 0.17	0 0.00	9 0.17
		Julie VanBeekum	0 0.00	6 0.29	0 0.00	6 0.29
		Vicky Marrelli	0 0.00	10 0.04	0 0.00	10 0.04
		Assigned to Individual Total	0 0.00	42 0.11	0 0.00	42 0.11
	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Ken Bolkcom	0 0.00	4 2.52	0 0.00	4 2.52
		Michael Barth	0 0.00	1 5.92	0 0.00	1 5.92
		Peter Musser	0 0.00	2 3.23	0 0.00	2 3.23
		Tyler Pearce	0 0.00	1 0.50	0 0.00	1 0.50
		Assigned to Individual Total	0 0.00	8 2.87	0 0.00	8 2.87
	Metro B Help Desk	Gary Graham	0 0.00	5 0.48	0 0.00	5 0.48
		Val Shepherd	0 0.00	2 2.20	0 0.00	2 2.20
		Assigned to Individual Total	0 0.00	7 0.97	0 0.00	7 0.97

Health

			High	Low	Medium	ATTR Total
Health	Metro C Help Desk	Chris Olson	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	3 0.95	0 0.00	3 0.95
		Assigned to Individual Total	0 0.00	3 0.95	0 0.00	3 0.95
	Metro D Desktop Support	Eldon Jenson	0 0.00	55 0.95	0 0.00	55 0.95
		Matthew Earl	0 0.00	12 0.01	0 0.00	12 0.01
		Michael Schmidt	0 0.00	30 1.62	0 0.00	30 1.62
		Philip Henderson	0 0.00	55 1.83	1 1.29	56 1.82
		Steve Gibb	0 0.00	19 2.34	0 0.00	19 2.34
		Tina West	0 0.00	38 1.30	0 0.00	38 1.30
		Assigned to Individual Total	0 0.00	209 1.41	1 1.29	210 1.41
	Metro D Help Desk	Doug Brown	0 0.00	55 0.18	0 0.00	55 0.18
		Jed Patrick	0 0.00	28 0.32	0 0.00	28 0.32
		John Robinson	0 0.00	35 0.46	0 0.00	35 0.46

Health

Health			High	Low	Medium	ATTR Total
Health	Metro D Help Desk	Assigned to Individual Total	0 0.00	118 0.30	0 0.00	118 0.30
	Metro D Hosting	Danny Simmons	0 0.00	5 26.04	0 0.00	5 26.04
		Randy Taylor	0 0.00	5 4.85	2 3.44	7 4.44
		Sean McMillan	0 0.00	7 0.70	0 0.00	7 0.70
		Shawn Goble	0 0.00	3 1.15	0 0.00	3 1.15
		Steven Haderlie	0 0.00	6 1.31	1 0.61	7 1.21
		Assigned to Individual Total	0 0.00	26 6.57	3 2.50	29 6.14
	Network Operations	J. L. Flack	0 0.00	1 0.34	0 0.00	1 0.34
		Assigned to Individual Total	0 0.00	1 0.34	0 0.00	1 0.34
	Operations Production Control	Cal Brinton	0 0.00	17 0.18	0 0.00	17 0.18
		Christie Burnham	0 0.00	9 0.45	0 0.00	9 0.45
		Duane Hardy	0 0.00	68 0.35	0 0.00	68 0.35
		None	0 0.00	1 0.32	0 0.00	1 0.32
		Assigned to Individual Total	0 0.00	95 0.33	0 0.00	95 0.33

Health

			High	Low	Medium	ATTR Total
Health	Rural Central Desktop Support	Paul Petersen	0 0.00	5 4.03	0 0.00	5 4.03
		Robert Case	0 0.00	1 0.48	0 0.00	1 0.48
		Rod Montoya	0 0.00	2 0.16	0 0.00	2 0.16
		Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	9 2.33	0 0.00	9 2.33
	Rural North Desktop Support	Dane Smith	0 0.00	1 1.69	0 0.00	1 1.69
		Don Higgs	0 0.00	1 0.19	0 0.00	1 0.19
		Kim Ratushniak	0 0.00	5 0.00	0 0.00	5 0.00
		Lori Hartzell	0 0.00	1 0.41	0 0.00	1 0.41
		Neil Smedley	0 0.00	3 0.39	0 0.00	3 0.39
		Ruston McKay	0 0.00	17 0.04	0 0.00	17 0.04
		Assigned to Individual Total	0 0.00	28 0.15	0 0.00	28 0.15
	Rural South Desktop Support	Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Meladye Shively	0 0.00	1 2.10	0 0.00	1 2.10

Health

			High	Low	Medium	ATTR Total
Health	Rural South Desktop Support	**Assigned to Individual Total**	0 0.00	2 1.05	0 0.00	2 1.05
	Strategic Communications	Dennis Rogers	0 0.00	2 4.72	0 0.00	2 4.72
		Luis Larios	0 0.00	1 3.72	0 0.00	1 3.72
		Assigned to Individual Total	0 0.00	3 4.39	0 0.00	3 4.39
	Voice Engineering	Tony DiConza	0 0.00	1 1.48	0 0.00	1 1.48
		Assigned to Individual Total	0 0.00	1 1.48	0 0.00	1 1.48
	Voice Operations	Gail Christiansen	0 0.00	4 1.20	0 0.00	4 1.20
		Julie Sabato	0 0.00	1 0.63	0 0.00	1 0.63
		Kelly Johnson	0 0.00	2 0.88	0 0.00	2 0.88
		Romanza Hamblin Sorensen	0 0.00	2 0.55	0 0.00	2 0.55
		Assigned to Individual Total	0 0.00	9 0.92	0 0.00	9 0.92
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 2.70	0 0.00	2 2.70
		Mike Johnson	0 0.00	2 0.69	0 0.00	2 0.69
		Spencer Blodgett	0 0.00	1 1.15	0 0.00	1 1.15

Enterprise Incident Report March 2012

As of 4/2/2012

Health

			High	Low	Medium	ATTR Total
Health	Voice/Data/WAN Services	T Artis	0 0.00	2 0.48	0 0.00	2 0.48
		Assigned to Individual Total	0 0.00	7 1.27	0 0.00	7 1.27
	Assigned Group Total		1 0.09	647 5.87	4 2.19	652 5.84
Customer Company Total			1 0.09	647 5.87	4 2.19	652 5.84

Health

Detail

INC000000371323	Jackie Gerber	Network	Incident	None		TIR Missed: Yes	403.30
	Campus Networking	Jordy Davis	Health	Low	Resolved	TTR Missed: Yes	1233.49
INC000000444786	Aaron Eklund	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	313.02
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	313.02
INC000000444794	Pam Kerby	Application	Error	Medicaid Managed Information		TIR Missed: Yes	312.77
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	312.77
INC000000445473	Pam Kerby	PC/Laptop	Error	None		TIR Missed: Yes	305.47
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	305.47
INC000000446821	Lynann Williams	Network	Password	Medicaid Managed Care System		TIR Missed: Yes	290.57
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	290.57
INC000000451810	Nancy McConnell	None	None	None		TIR Missed: Yes	238.90
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	238.90
INC000000454489	Julia Robertson	Telecom	Voice Mail	None		TIR Missed: No	0.21
	Voice Engineering	Tony DiConza	Health	Low	Closed	TTR Missed: No	1.48
INC000000456108	Pam Kerby	Application	Error	Oracle 8 Enterprise Edition		TIR Missed: Yes	187.50
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	187.50
INC000000460979	Pam Kerby	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	128.22
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	128.22
INC000000466525	Nancy McConnell	None	None	None		TIR Missed: No	0.12
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: No	0.12
INC000000466720	Jennifer Brown	Application	Error	iPhone		TIR Missed: No	0.00
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: Yes	9.00
INC000000467096	Deborah Kim	Application	Error	None		TIR Missed: Yes	1.91
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.91
INC000000467928	Annette Winn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.18
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.99
INC000000467931	Purita Buck	Telecom	Call Management	None		TIR Missed: No	0.71
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.71
INC000000468150	Christopher Wnek	None	None	None		TIR Missed: Yes	1.80
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.80
INC000000468413	Bobbi Hansen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.48
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: Yes	10.34

Health

Incident	Requester	Category	Type	Item	TIR/TTR Missed		Value
INC000000468421	Scott Ellis	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.68
	Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	1.23
INC000000468566	Melissa Zito	PC/Laptop	Hardware	None	TIR Missed: No		0.83
	Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	0.92
INC000000468714	Lori Savoie	None	None	None	TIR Missed: No		0.21
	Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: Yes	25.34
INC000000469508	Karen Nellist	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No		0.56
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: Yes	14.81
INC000000470016	Deborah Turner	Mobile Devices	Error	Ipads	TIR Missed: No		0.20
	Application Services	Dustin Crump	Health		Low	Closed	TTR Missed: No	0.61
INC000000470047	Brenda Bryant	Network	Error	None	TIR Missed: Yes		1.92
	Metro D Hosting	Randy Taylor	Health		Low	Closed	TTR Missed: Yes	8.77
INC000000470141	Kellie Baxter	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.62
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	4.47
INC000000470286	Shannon Skiles	Application	Error	None	TIR Missed: No		0.15
	Metro D Desktop Support	Tina West	Health		Low	Closed	TTR Missed: Yes	6.07
INC000000470295	Debbie Snyder	Telecom	None	Telephone	TIR Missed: No		0.59
	Voice/Data/WAN Services	Mike Johnson	Health		Low	Closed	TTR Missed: No	0.61
INC000000470303	Anita Hall	PC/Laptop	Hardware	None	TIR Missed: No		0.00
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	0.10
INC000000470581	Edwin Espinel	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No		0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.46
INC000000470605	Lois Boomer	Network	Error	None	TIR Missed: Yes		1.01
	Rural South Desktop Support	Meladye Shively	Health		Low	Closed	TTR Missed: No	2.10
INC000000470672	Stacy Edginton	None	None	None	TIR Missed: No		0.00
	Metro D Hosting	Sean McMillan	Health		Low	Closed	TTR Missed: No	0.00
INC000000470754	Julie Moore	Application	Password	None	TIR Missed: Yes		1.16
	Application Services	Terry Forsgren	Health		Low	Closed	TTR Missed: No	1.19
INC000000470756	Berrnadette Poole	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.69
INC000000470764	Willow Greer	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.37
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	1.10
INC000000470780	Vanya Tanner	Application	Error	Citrix ICA Client	TIR Missed: No		0.35
	Application Services	Terry Forsgren	Health		Low	Closed	TTR Missed: No	0.89

Health

INC000000470785	Diana Rueff	Network	None	None		TIR Missed: No	0.23
	Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	0.87
INC000000470790	Edwin Espinel	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.92
INC000000470797	Tracy Freeman	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.08
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	1.29
INC000000470834	Susanne Knight	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000470842	Mitzi Bigelow	Application	Error	Novell GroupWise		TIR Missed: Yes	1.58
	Application Services	Tony Larsen	Health		Low	Closed	TTR Missed: No	2.95
INC000000470846	Nanette Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000470899	Dean Penovich	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000470909	Karen M Smith	Network	Error	None		TIR Missed: No	0.62
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	1.69
INC000000471066	Chantelle Riddle	Application	Password	Newborn Screening - Laboratory	TIR Missed: No	0.78
	Metro D Hosting	Shawn Goble	Health		Low	Closed	TTR Missed: No	1.40
INC000000471083	Chris Furner	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000471084	Judy Harris	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000471101	Judy Harris	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000471148	Amy Nance	None	None	None		TIR Missed: No	0.15
	Metro D Desktop Support	Tina West	Health		Low	Closed	TTR Missed: No	0.16
INC000000471149	Amy Nance	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health		Low	Closed	TTR Missed: No	0.06
INC000000471161	Irene Petrogeorge	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000471173	Amy Melton	Mobile Devices	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000471175	Jo Herrera	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00

Health						

INC000000471197	Michelle Muirbrook	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000471224	Jeff Mulitalo	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.23
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.23
INC000000471228	Lin-Marie Wright	Application	Error	None		TIR Missed: No	0.09
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.14
INC000000471243	Kelsy Young	Application	Error	Internet Explorer		TIR Missed: No	0.15
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.17
INC000000471272	Chad Campbell	Telecom	None	None		TIR Missed: No	0.14
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	1.16
INC000000471288	Lois Campbell	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.11
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	3.18
INC000000471295	Purita Buck	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000471299	Lauri Valerio	EIS Hardware	None	None		TIR Missed: Yes	1.67
	Strategic Communications	Dennis Rogers	Health	Low	Closed	TTR Missed: Yes	9.29
INC000000471304	Kathleen Smart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000471323	Nanette Waters	None	None	None		TIR Missed: No	0.47
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.47
INC000000471325	Al Romeo	PC/Laptop	Error	None		TIR Missed: No	0.29
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.03
INC000000471391	Dorrie Reese	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.40
INC000000471420	Amy Schouten	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000471460	Jennefer Brynjulfson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000471574	Irene Petrogeorge	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000471579	Diane Kimmerle	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.31
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.72
INC000000471604	Phillip Gresham	PC/Laptop	Hardware	Ipads		TIR Missed: No	0.21
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.21

Health

INC000000471608	Jodie Pond	Application	Error	None		TIR Missed: No		0.05
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No		1.83
INC000000471658	Kim K Hadley	None	None	SAFE		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Health	Low	Closed	TTR Missed: No		0.00
INC000000471660	Debra Miller	Application	Error	SAFE		TIR Missed: No		0.55
	Metro B Help Desk	Gary Graham	Health	Low	Closed	TTR Missed: No		0.80
INC000000471714	Elizabeth McElreath	Application	Error	None		TIR Missed: No		0.34
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No		0.34
INC000000471722	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471724	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471727	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471729	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471732	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471735	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471739	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471741	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471786	Carol Lowder	Application	None	Novell GroupWise		TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No		0.00
INC000000471812	Dana Foxx	None	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Ron LeBaron	Health	Low	Closed	TTR Missed: No		0.00
INC000000471918	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471919	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000471921	Cindy Page	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00

Health

INC000000471923	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000471926	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000471928	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000471931	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000471943	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.18
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.21
INC000000471974	Randa Pickle	Application	Error	Citrix ICA Client		TIR Missed: No	0.36
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed		TTR Missed: No	0.36
INC000000471981	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.32
Operations Production Control	None	Health	Low	Closed		TTR Missed: No	0.32
INC000000471988	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000471991	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000471995	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000471998	Deborah Turner	Mobile Devices	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed		TTR Missed: No	1.68
INC000000471999	Cindy Page	None	None	None		TIR Missed: No	0.08
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.08
INC000000472006	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000472007	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000472008	Cindy Page	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000472053	Kim Johnson	Application	Error	BlueZone		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Health	Low	Closed		TTR Missed: No	0.19
INC000000472221	Jacqulyn Miles	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed		TTR Missed: No	0.00

Health

INC000000472258	Marcella Montoya	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed:	No	0.00
INC000000472301	Kristi Hall	Network	Error	Novell GroupWise		TIR Missed:	No	0.21
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed:	No	0.62
INC000000472364	Suzanne Slaughter	None	None	Medicaid Managed Information		TIR Missed:	No	0.05
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed:	No	0.15
INC000000472367	Cindy Huish	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	Yes	2.07
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed:	No	2.07
INC000000472394	Kim K Hadley	None	None	SAFE		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Health	Low	Closed	TTR Missed:	No	0.24
INC000000472408	Jake Hennessy	Application	Error	BMI		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000472415	Frances Barben	Application	None	Microsoft Windows 7		TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed:	No	2.67
INC000000472426	Cleve Evans	Mainframe	Password	BlueZone		TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed:	No	0.00
INC000000472428	Greg Bateman	PC/Laptop	Virus	None		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000472450	Cindy Page	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed:	No	0.00
INC000000472470	Tina Bohannon	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.37
	Rural North Desktop Support	Neil Smedley	Health	Low	Closed	TTR Missed:	No	0.37
INC000000472474	Greg Bateman	None	None	None		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000472500	Cindy Huish	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.32
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed:	No	0.70
INC000000472531	Cindy Page	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed:	No	0.00
INC000000472599	Melissa Leak	Application	None	DOHNET		TIR Missed:	No	0.57
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed:	No	0.74
INC000000472608	Robyn Atkinson	Network	Performance	None		TIR Missed:	No	0.25
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed:	No	0.25
INC000000472621	Jerry Carlile	PC/Laptop	Error	PDF Complete		TIR Missed:	No	0.48
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed:	No	0.82

Health

Incident	Name	Category	Type	Product	TIR Missed		Value
INC000000472635	Deborah Turner	Application	Error	Novell GroupWise	TIR Missed: No		0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.06
INC000000472637	Jerdravee Morrison	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000472662	Randa Pickle	Application	None	Internet Explorer	TIR Missed: No		0.87
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.38
INC000000472665	Steven Steed	PC/Laptop	Hardware	None	TIR Missed: No		0.84
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.99
INC000000472708	Brenda Bryant	None	None	None	TIR Missed: No		0.07
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.18
INC000000472728	Irene Petrogeorge	None	None	None	TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000472816	Craig Mitchell	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000472817	Heather Carlson	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000472828	Barbara Brownell	Network	Incident	None	TIR Missed: No		0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000472837	Linda Schiele	EIS Hardware	Printer	None	TIR Missed: No		0.00
	Application Support - WIC	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000472858	Ivett Cordova	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000472859	Rett Hansen	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000472863	Tori Welling	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000472887	Dorrie Reese	Application	Error	None	TIR Missed: No		0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000472895	Cindy Huish	Application	Error	None	TIR Missed: No		0.14
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: Yes	7.18
INC000000472904	Michelle Mendenhall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000472927	Carol Runia	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No		0.51
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.65

Health

INC000000472949	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No		0.11
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.15
INC000000472971	Dorrie Reese	Network	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No		0.01
INC000000472982	Irene Petrogeorge	None	None	None		TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No		0.00
INC000000472993	Michelle G Christensen	None	None	None		TIR Missed: No		0.00
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: No		0.02
INC000000473036	Ed Leis	None	None	None		TIR Missed: No		0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No		0.00
INC000000473041	Erin Olsen	None	None	None		TIR Missed: No		0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No		0.00
INC000000473047	Terry Holden	None	None	None		TIR Missed: No		0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No		0.00
INC000000473051	Krysta Badger	None	None	None		TIR Missed: No		0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No		0.00
INC000000473052	Melissa Leak	None	None	None		TIR Missed: No		0.00
	Metro D Hosting	Danny Simmons	Health	Low	Closed	TTR Missed: No		0.00
INC000000473109	Cindy Huish	None	None	None		TIR Missed: No		0.56
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No		2.13
INC000000473151	Jo Herrera	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No		0.00
INC000000473181	Suzanne Slaughter	Network	Password	None		TIR Missed: No		0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No		0.03
INC000000473225	Mary Nance	Mainframe	Password	BlueZone		TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No		0.00
INC000000473231	Rita Ramirez	PC/Laptop	Performance	None		TIR Missed: No		0.11
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No		1.67
INC000000473265	Brent Baum	Network	None	Novell Client for 32-bit Windows	TIR Missed: Yes		1.38
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: No		5.34
INC000000473267	Vanonda Kern	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No		1.36
INC000000473285	Janice Boswell	Network	Error	None		TIR Missed: Yes		1.20
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: No		5.16

Health

INC000000473306	Lynne MacLeod	Network	Error	None		TIR Missed: No	0.99
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: No	4.94
INC000000473380	Judy Harris	Application	Error	Vision		TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000473439	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.19
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.19
INC000000473442	Jo Herrera	Mobile Devices	Error	Ipads		TIR Missed: No	0.45
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	0.65
INC000000473446	Lynda Worthington	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	5.32
INC000000473447	Joyce Hasting	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	5.32
INC000000473480	Debbie Headden	None	None	None		TIR Missed: No	0.21
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.49
INC000000473488	Jo Anna Larsen	PC/Laptop	None	None		TIR Missed: No	0.88
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.19
INC000000473562	Jodi Finlayson	PC/Laptop	Hardware	None		TIR Missed: No	0.93
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.26
INC000000473576	Don Wood	Application	Error	Novell GroupWise		TIR Missed: Yes	2.40
	Application Services	Paul Lundell	Health	Low	Closed	TTR Missed: No	4.06
INC000000473623	Shari Watkins	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000473640	Marcie Singleton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.08
INC000000473643	Marcie Singleton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.04
INC000000473649	Kara Verner	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.04
INC000000473652	Wendy Peterson-Jones	Mainframe	Password	None		TIR Missed: No	0.22
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.22
INC000000473659	Jerdravee Morrison	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000473727	Rachelle Johnson	Application	Error	None		TIR Missed: No	0.07
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.26

Health

INC000000473757	Stephanie Robinson	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000473777	Candace Bleazard	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.59
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.01
INC000000473809	Phyllis Crowley	Application	Error	Novell Messenger	TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000473812	Jerdravee Morrison	Application	Error	Novell Messenger	TIR Missed: No	0.00
Application Services	Paul Lundell	Health	Low	Closed	TTR Missed: No	2.93
INC000000473847	Edwin Espinel	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.42
INC000000473861	Edwin Espinel	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.32
INC000000473878	Carmen Dickson	Storage	None	None	TIR Missed: No	0.09
Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.68
INC000000473971	Cindy Huish	None	None	None	TIR Missed: No	0.03
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.62
INC000000473975	Vanonda Kern	None	None	None	TIR Missed: No	0.64
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.75
INC000000473979	Lisa Hunt	Network	Error	None	TIR Missed: No	0.63
Metro D Hosting	Danny Simmons	Health	Low	Closed	TTR Missed: No	0.63
INC000000474017	Bradey Blickfeldt	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.65
Metro D Hosting	Danny Simmons	Health	Low	Closed	TTR Missed: No	0.65
INC000000474052	Randa Pickle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000474068	Phyllis Crowley	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000474092	Susan Ord	Wireless Connectivity	None	None	TIR Missed: No	0.45
Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	4.07
INC000000474110	Randa Pickle	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Health	Low	Closed	TTR Missed: No	0.00
INC000000474119	Deborah Kim	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.27
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.61
INC000000474124	Jessica Strout	PC/Laptop	None	None	TIR Missed: No	0.80
Rural North Desktop Support	Neil Smedley	Health	Low	Closed	TTR Missed: No	0.80

Health

INC000000474125	Deborah Ellis	Application	None	Internet Explorer	TIR Missed: No	0.48
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.22
INC000000474135	Edwin Espinel	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.69
INC000000474185	Lynda Worthington	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000474192	Carmen Dickson	None	None	None	TIR Missed: No	0.08
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.32
INC000000474210	Suzanne Slaughter	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	1.06
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	1.44
INC000000474225	Butch Luers	None	None	None	TIR Missed: No	0.92
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.07
INC000000474258	Frances Barben	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	5.28
INC000000474260	John Slade	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000474279	Wendy Peterson-Jones	Mainframe	Password	BlueZone	TIR Missed: No	0.43
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.75
INC000000474285	Brenda Bryant	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.46
Metro D Hosting	Danny Simmons	Health	Low	Resolved	TTR Missed: Yes	128.94
INC000000474290	Gene Cottrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000474296	Kim Hogan	None	None	None	TIR Missed: No	0.42
Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.76
INC000000474305	Scott Jerome	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.16
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.36
INC000000474312	Carmen Dickson	None	None	None	TIR Missed: No	0.05
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.12
INC000000474328	Michelle Mendenhall	Application	Error	Novell GroupWise	TIR Missed: No	0.14
Application Services	Paul Lundell	Health	Low	Closed	TTR Missed: No	2.40
INC000000474404	Roger Norman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000474460	Betsi Patino	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

Health

Incident	Name	Type	Category	Product	TIR Missed			Value
INC000000474488	Lynn Startup	Application	Error	None		TIR Missed: No		0.74
	Application Services	Tony Larsen	Health		Low	Resolved	TTR Missed: No	0.79
INC000000474504	Heather Renie	Mainframe	Password	BlueZone		TIR Missed: No		0.20
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.53
INC000000474523	Tori Welling	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Closed	TTR Missed: No	0.00
INC000000474544	Craig Mitchell	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Closed	TTR Missed: No	0.00
INC000000474571	Heather Renie	None	None	None		TIR Missed: No		0.55
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.76
INC000000474596	Deborah Kim	None	None	None		TIR Missed: No		0.29
	Metro D Hosting	Sean McMillan	Health		Low	Closed	TTR Missed: No	0.80
INC000000474603	Terri C Johnson	Application	Error	Microsoft Access		TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000474809	Linda Robinson	PC/Laptop	Error	None		TIR Missed: No		0.81
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	4.03
INC000000474828	Marcella Montoya	Application	Password	Utah Electronic Resource and E	TIR Missed: No			0.07
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.07
INC000000474834	Jessica Sanders	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Help Desk	Brenda Treadway	Health		Low	Closed	TTR Missed: No	0.00
INC000000474851	Randa Pickle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Help Desk	Brenda Treadway	Health		Low	Closed	TTR Missed: No	0.00
INC000000474852	Jan Kilpack	EIS Hardware	PC/Laptop	None		TIR Missed: No		0.14
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.34
INC000000474857	Ivett Cordova	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Closed	TTR Missed: No	0.00
INC000000474885	Barbara Brownell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000474914	Kristin Hafoka	Application	Error	Novell GroupWise		TIR Missed: No		0.22
	Application Services	Paul Lundell	Health		Low	Closed	TTR Missed: No	0.41
INC000000474929	Kathy Paras	Application	Error	Mozilla Firefox		TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000474932	Suzanne Slaughter	Application	Password	None		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Health		Low	Closed	TTR Missed: No	0.00

Health							

INC000000474992	Kimberlee Jessop	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.36
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.91
INC000000475002	John Strong	Application	Error	Citrix ICA Client		TIR Missed: No	0.91
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	1.00
INC000000475006	Christine Espinel	Application	Reporting	Adobe Acrobat		TIR Missed: No	0.85
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: Yes	6.36
INC000000475033	Chad Campbell	Network	None	None		TIR Missed: No	0.57
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.57
INC000000475064	Kathy Paras	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.99
INC000000475136	Carmen Dickson	None	None	None		TIR Missed: No	0.23
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.23
INC000000475137	Dee Anne McGuire	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000475181	Melanie Wallentine	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.40
INC000000475189	Kathy Paras	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.13
INC000000475215	Shauna Simmons	None	None	None		TIR Missed: Yes	1.19
	Application Support - LIMS	Steven Tuttle	Health	Low	Closed	TTR Missed: No	1.19
INC000000475249	Marcel Bibeault	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000475259	Edwin Espinel	Application	Error	None		TIR Missed: Yes	1.05
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.16
INC000000475310	Joseph Cramer	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000475312	Bobbi Hansen	Application	Error	None		TIR Missed: No	0.12
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.78
INC000000475313	Lois Campbell	PC/Laptop	Hardware	None		TIR Missed: No	0.11
	Metro D Desktop Support	Philip Henderson	Health	Medium	Closed	TTR Missed: No	1.29
INC000000475424	Mary Catherine Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.69
INC000000475467	Christine Espinel	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.00

Health

INC000000475470	Christine Espinel	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.00
INC000000475477	Linda Schiele	Application	Error	BlackBerry Configuration	TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000475517	Shirley Ala	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Health	Low	Closed	TTR Missed: No	0.11
INC000000475573	Bobbie Lou Anderson	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000475579	Don Wood	None	None	None	TIR Missed: No	0.05
Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	0.14
INC000000475626	Wendy Peterson-Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000475642	Mitzi Bigelow	Mainframe	Password	None	TIR Missed: No	0.52
Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.52
INC000000475662	Brett McIff	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.00
INC000000475666	Kelsy Young	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.75
INC000000475671	Pam Kerby	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: Yes	3.84
Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	3.84
INC000000475696	Karen Mortenson	Application	Error	BMI	TIR Missed: No	0.47
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.47
INC000000475718	Shelly Phillips	None	None	iPhone	TIR Missed: No	0.40
Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	0.54
INC000000475745	Alison Seppi	Application	Error	None	TIR Missed: Yes	1.13
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.65
INC000000475764	Annalyn Beers	PC/Laptop	Hardware	None	TIR Missed: Yes	1.76
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.76
INC000000475802	Linda Schiele	Application	Error	Novell GroupWise	TIR Missed: No	0.72
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.72
INC000000475818	Amanda Sok	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000475835	Chris Peper	Telecom	Voice Mail	Telephone	TIR Missed: No	0.08
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.20

Health

INC000000475843	Mykio Saracino	None	None	None		TIR Missed: Yes	1.20
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.21
INC000000475858	Jeff Painter	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000475885	Bob Fowler	PC/Laptop	Performance	None		TIR Missed: No	0.65
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.78
INC000000475992	Shon Edwards	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Health	Low	Closed	TTR Missed: No	0.00
INC000000476079	Terra Shockey	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000476122	April Pappas	Application	Error	None		TIR Missed: No	0.06
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	24.54
INC000000476139	Kimra Goble	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.10
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	1.41
INC000000476143	Cindy Scharman	Application	Password	None		TIR Missed: No	0.08
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.13
INC000000476227	Janet Scarlet	Application	None	Novell GroupWise		TIR Missed: No	0.42
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.47
INC000000476235	Adriana Moreno	PC/Laptop	Hardware	None		TIR Missed: No	0.40
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.57
INC000000476276	Heather Renie	Mainframe	Password	BlueZone		TIR Missed: No	0.12
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.34
INC000000476293	Chelsie Knighton	Network	Error	None		TIR Missed: Yes	1.21
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.54
INC000000476326	Cynthia Robison	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Kelly Johnson	Health	Low	Closed	TTR Missed: No	0.18
INC000000476375	Owen Quinonez	Application	Error	iPhone		TIR Missed: No	0.72
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	0.72
INC000000476382	Michael Lowe	None	None	None		TIR Missed: Yes	1.67
	Metro D Hosting	Shawn Goble	Health	Low	Closed	TTR Missed: No	1.67
INC000000476425	Carmen Dickson	Mainframe	Password	BlueZone		TIR Missed: No	0.21
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.29
INC000000476427	Heather Renie	Mainframe	Password	BlueZone		TIR Missed: No	0.19
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.29

Health

INC000000476439	Michelle Muirbrook	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000476445	Dennis Bang	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000476454	Cindy Huish	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000476463	Rich Foster	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000476590	Joshua Legler	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000476617	Dayna Christenson	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000476624	Feli Anne Hipol	Application	Password	Novell GroupWise		TIR Missed: No	0.50
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.50
INC000000476648	Jennifer L Bryant	Application	Reporting	Microsoft Office		TIR Missed: No	0.39
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.92
INC000000476651	Liliana Lao	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Health	Low	Closed	TTR Missed: No	0.12
INC000000476709	Lisa Hunt	Application	Error	Novell GroupWise		TIR Missed: No	0.12
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: Yes	6.56
INC000000476713	Amanda Hovermale	Application	Error	BlueZone		TIR Missed: No	0.17
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.17
INC000000476722	Robyn Atkinson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000476729	Wendee Pippy	Application	Password	Citrix ICA Client		TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Health	Low	Closed	TTR Missed: No	0.45
INC000000476739	Linda Auger	None	None	None		TIR Missed: No	0.15
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.69
INC000000476749	John Houskeeper	Telecom	None	Telephone		TIR Missed: No	0.19
	Voice/Data/WAN Services	T Artis	Health	Low	Closed	TTR Missed: No	0.39
INC000000476758	Rick Wardle	Network	Password	Women, Infant, and Children Nu		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000476775	Heather Renie	Mainframe	Password	BlueZone		TIR Missed: No	0.08
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.10

Health

Incident	Caller	Category	Type	Item		TIR Missed	Value
INC000000476777	Carmen Dickson	Mainframe	Password	BlueZone		TIR Missed: No	0.06
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.10
INC000000476789	Darin Dennis	Network	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000476802	Linda Auger	Application	Error	CapNet		TIR Missed: No	0.17
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: No	0.17
INC000000476840	Margaret Bowen	None	None	None		TIR Missed: No	0.06
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.17
INC000000476855	Mitzi Bigelow	Application	Password	BlueZone		TIR Missed: No	0.09
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.11
INC000000477152	Cindy Scharman	PC/Laptop	Error	None		TIR Missed: No	0.75
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.55
INC000000477203	Amanda Yoshida	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.00
INC000000477226	Jennifer L Bryant	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.00
INC000000477249	Bradey Blickfeldt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000477322	Karin Elliott	Application	Error	SAFE		TIR Missed: No	0.47
	Metro B Desktop Support	Tyler Pearce	Health	Low	Closed	TTR Missed: No	0.50
INC000000477329	Brenda Ralls	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.20
	Metro D Hosting	Shawn Goble	Health	Low	Closed	TTR Missed: No	0.38
INC000000477408	Karin Elliott	Application	Password	None		TIR Missed: Yes	2.12
	Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	2.12
INC000000477498	Emily Sagers	Application	None	Microsoft Excel		TIR Missed: No	0.39
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.83
INC000000477675	Karen Nellist	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.03
INC000000477706	Heidi Rocco	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02
INC000000477724	Barbara Brownell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000477768	Robert Rolfs	Mobile Devices	None	Ipads		TIR Missed: No	0.99
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	3.28

Health

INC000000477786	Tracy Freeman	None	None	Novell GroupWise	TIR Missed: No	0.02
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	0.02
INC000000477891	Mitzi Bigelow	None	None	None	TIR Missed: No	0.78
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: No	4.64
INC000000477942	Jan Kilpack	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.52
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	3.07
INC000000477946	Cathy Hernandez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000477947	Barbara Brownell	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.44
INC000000477954	Mitzi Bigelow	None	None	None	TIR Missed: No	0.27
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.27
INC000000477960	Vicky Pierce	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.46
	Voice/Data/WAN Services	Spencer Blodgett	Health	Low	Resolved	TTR Missed: No	1.15
INC000000478011	John Slade	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000478012	Carmen Dickson	None	None	None	TIR Missed: Yes	1.44
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.57
INC000000478016	Carmen Dickson	None	None	None	TIR Missed: Yes	1.07
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	1.08
INC000000478089	Mitzi Bigelow	None	None	None	TIR Missed: No	0.27
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.27
INC000000478229	Mykio Saracino	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.03
INC000000478352	Carmen Dickson	None	None	None	TIR Missed: No	0.68
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.13
INC000000478374	George W.J. Smith	Application	Password	Utah Master Directory	TIR Missed: No	0.12
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.68
INC000000478380	Owen Quinonez	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000478419	Heather Renie	None	None	None	TIR Missed: No	0.18
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.18
INC000000478427	Heather Renie	None	None	None	TIR Missed: No	0.14
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.14

Health

Incident	Customer / Group	Type	Category / Impact	Item / Urgency	Status	TIR/TTR Missed	Time
INC000000478437	Michelle Grossman	Application	Error	None		TIR Missed: Yes	1.32
	Metro B Desktop Support	Ken Bolkcom	Health	Low	Closed	TTR Missed: No	2.11
INC000000478460	Mitzi Bigelow	None	None	None		TIR Missed: No	0.11
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.11
INC000000478502	Amanda Yoshida	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000478507	Mitzi Bigelow	Application	Password	BlueZone		TIR Missed: No	0.27
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.27
INC000000478556	Carmen Dickson	None	None	None		TIR Missed: No	0.26
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.51
INC000000478580	Jessica Sanders	Network	Error	None		TIR Missed: No	0.18
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.79
INC000000478590	Alyssa Gulrajani	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000478633	Carmen Dickson	Application	Password	BlueZone		TIR Missed: No	0.13
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.13
INC000000478671	Lynne Nilson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.87
INC000000478673	Lynne Nilson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.71
INC000000478674	Lynne Nilson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.79
INC000000478781	Maritza Arce-Larreta	Application	Error	Novell GroupWise		TIR Missed: No	0.08
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.27
INC000000478946	Brenda Kelly	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	
INC000000478983	Kara Verner	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000479005	Dani Ibrahim	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: Yes	0.00
INC000000479012	Shandi Adamson	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000479122	Carmen Dickson	None	None	None		TIR Missed: No	0.16
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.20

Health

Incident	Customer	Category	Type	CI		Priority	Status	TIR/TTR Missed	Value
INC000000479174	Ali Lanza	Application	Error	Citrix ICA Client				TIR Missed: Yes	2.12
	Application Services	Tony Larsen	Health			Low	Closed	TTR Missed: No	2.17
INC000000479208	Purita Buck	Telecom	Coverage Path	Telephone				TIR Missed: No	0.09
	Voice Operations	Gail Christiansen	Health			Low	Resolved	TTR Missed: No	2.74
INC000000479247	Joshua Legler	Application	Error	None				TIR Missed: No	0.92
	Metro D Hosting	Randy Taylor	Health			Medium	Closed	TTR Missed: No	3.44
INC000000479247	Joshua Legler	Application	Error	None				TIR Missed: Yes	1.98
	Metro D Hosting	Randy Taylor	Health			Medium	Closed	TTR Missed: No	3.44
INC000000479305	Dani Ibrahim	Network	Performance	None				TIR Missed: No	0.28
	Metro D Desktop Support	Philip Henderson	Health			Low	Closed	TTR Missed: No	2.23
INC000000479317	Lori Savoie	Network	Error	None				TIR Missed: No	0.29
	Metro D Hosting	Steven Haderlie	Health			Low	Closed	TTR Missed: No	0.39
INC000000479327	Sandy Spencer	Print/Copy/Scan/Fax	None	None				TIR Missed: No	0.79
	Metro D Desktop Support	Eldon Jenson	Health			Low	Closed	TTR Missed: No	1.69
INC000000479349	Aryavash Aryazand	Server	Error	None				TIR Missed: Yes	1.13
	Metro D Hosting	Steven Haderlie	Health			Low	Closed	TTR Missed: No	1.15
INC000000479351	Chris Furner	EIS Hardware	PC/Laptop	None				TIR Missed: No	0.10
	Metro D Desktop Support	Matthew Earl	Health			Low	Closed	TTR Missed: No	0.10
INC000000479364	Lainie Harris	Telecom	Dial Tone	Telephone				TIR Missed: No	0.26
	Voice/Data/WAN Services	Mike Johnson	Health			Low	Closed	TTR Missed: No	0.77
INC000000479373	Holly Williams	Mobile Devices	Error	Ipads				TIR Missed: No	0.84
	Application Services	Danielle Hood	Health			Low	Closed	TTR Missed: No	0.89
INC000000479388	Rhetta McIff	Application	Error	None				TIR Missed: No	0.58
	Metro D Hosting	Steven Haderlie	Health			Medium	Closed	TTR Missed: No	0.61
INC000000479399	Barbara Brownell	None	None	None				TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health			Low	Closed	TTR Missed: No	0.00
INC000000479431	Celsa Bowman	Telecom	Call/Receive	None				TIR Missed: No	0.15
	Metro D Desktop Support	Eldon Jenson	Health			Low	Closed	TTR Missed: No	0.62
INC000000479448	Tori Welling	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health			Low	Closed	TTR Missed: No	0.00
INC000000479474	Patrice Morley	PC/Laptop	Performance	Microsoft Windows XP Professio				TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health			Low	Closed	TTR Missed: No	1.72
INC000000479480	Tong Zheng	None	None	None				TIR Missed: No	0.37
	Metro D Hosting	Steven Haderlie	Health			Low	Closed	TTR Missed: No	0.37

Health						

INC000000479549	Jo Anna Larsen	Application	Password	Novell Messenger	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000479586	Brent Baum	None	None	None	TIR Missed: No	0.20
Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.20
INC000000479587	Natalie Roth	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.04
INC000000479674	Carmen Richins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000479724	Patrice Morley	PC/Laptop	Virus	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.01
INC000000479814	Burdean Wirtz	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.29
INC000000479838	Deborah Ellis	Application	Error	None	TIR Missed: Yes	1.99
Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	2.28
INC000000479840	Mykio Saracino	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	1.12
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.12
INC000000479912	Merelynn Berrett	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.70
INC000000479939	Patricia Wilkinson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.51
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.52
INC000000479948	Jo Anna Larsen	Application	None	Novell GroupWise	TIR Missed: No	0.05
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.67
INC000000479976	Mitzi Bigelow	Application	Password	BlueZone	TIR Missed: No	0.27
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.29
INC000000480034	Tong Zheng	None	None	None	TIR Missed: No	0.00
Network Operations	J. L. Flack	Health	Low	Resolved	TTR Missed: No	0.34
INC000000480054	Darin Dennis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.44
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	4.06
INC000000480095	Carmen Dickson	None	None	None	TIR Missed: No	0.28
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.28
INC000000480129	Adele Watts	Mainframe	Password	BlueZone	TIR Missed: No	0.36
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.36
INC000000480146	Jenni Sumner	Application	Password	Novell GroupWise	TIR Missed: No	0.24
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.68

Health						
INC000000480184	Barbara Brownell	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.53
Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	1.07
INC000000480252	David Kinnick	Application	Password	Utah Master Directory	TIR Missed: No	0.38
Help Desk	Vicky Marrelli	Health		Low	Resolved	TTR Missed: No	0.38
INC000000480302	Linda Schiele	Application	None	Proofpoint Email Security	TIR Missed: Yes	1.25
Application Services	Martin Gonzalez	Health		Low	Resolved	TTR Missed: No	1.35
INC000000480437	John Jennings	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.07
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.67
INC000000480504	Melanie Jorgenson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health		Low	Resolved	TTR Missed: No	0.00
INC000000480535	Lana Adams	Application	Password	BlueZone	TIR Missed: No	0.65
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.84
INC000000480551	Jenny Hubbard	Application	Password	None	TIR Missed: No	0.59
Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	1.10
INC000000480561	Krista Royall	Mainframe	Password	Medicaid Managed Information	TIR Missed: No	0.48
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.75
INC000000480579	Carmen Dickson	Mainframe	Password	BlueZone	TIR Missed: No	0.27
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.36
INC000000480586	Tricia Schmidt	Mainframe	Password	BlueZone	TIR Missed: No	0.32
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.67
INC000000480615	Adriana Moreno	PC/Laptop	Hardware	None	TIR Missed: No	0.17
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	2.25
INC000000480627	Deepa Ramkumar	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000480687	Gene Hofeling	Application	Password	Microsoft Word	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000480690	Jo Anna Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health		Low	Resolved	TTR Missed: No	0.00
INC000000480705	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000480707	Gene Hofeling	Application	Error	Microsoft Word	TIR Missed: No	0.86
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	2.03
INC000000480716	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00

Health

INC000000480717	Linda Morris	Application	Password	Utah Master Directory		TIR Missed: No	0.09
Help Desk		Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.09
INC000000480745	Karen M Smith	Application	Error	Vision		TIR Missed: No	0.00
Application Support - WIC		Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000480756	Kara Verner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000480803	Jacob Madsen	Application	Password	BlueZone		TIR Missed: No	0.39
Operations Production Control		Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.47
INC000000480818	Marcia Feldkamp	PC/Laptop	Error	None		TIR Missed: No	0.18
Metro D Desktop Support		Tina West	Health	Low	Resolved	TTR Missed: No	0.19
INC000000480820	Rebecca Giles	Application	Error	None		TIR Missed: No	0.73
Metro D Desktop Support		Steve Gibb	Health	Low	Resolved	TTR Missed: No	3.83
INC000000480858	Lana Adams	None	None	IPCC Express		TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.71
INC000000480898	Krista Royall	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000480899	Janet Scarlet	None	None	None		TIR Missed: No	0.06
Help Desk		Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.06
INC000000480927	Kim Neerings	Application	Error	Gmail		TIR Missed: No	0.00
Metro D Help Desk		Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000480935	Chris Peper	Application	None	Proofpoint Email Security		TIR Missed: No	0.94
Application Services		Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	1.15
INC000000480993	Carmen Dickson	Mainframe	Password	BlueZone		TIR Missed: No	0.30
Operations Production Control		Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.45
INC000000481021	Lana Adams	Mainframe	Password	BlueZone		TIR Missed: No	0.29
Operations Production Control		Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.29
INC000000481113	Jenny Hubbard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000481161	Doug May	PC/Laptop	Hardware	None		TIR Missed: No	0.09
Metro D Desktop Support		Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.38
INC000000481183	Amanda Hovermale	None	None	None		TIR Missed: No	0.00
Operations Production Control		Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.17
INC000000481265	Roxanne Landreneaux	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00

Health

INC000000481402	Robyn M Seely	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	0.27
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.63
INC000000481426	Darcy Gliedman	PC/Laptop	Error	None	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Health		Low	Resolved	TTR Missed: No	0.00
INC000000481443	Lynn Martinez	Application	Reporting	Symantec AntiVirus	TIR Missed:	Yes	1.69
Rural North Desktop Support	Dane Smith	Health		Low	Resolved	TTR Missed: No	1.69
INC000000481445	Jodie Pond	PC/Laptop	Error	None	TIR Missed:	No	0.30
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	5.17
INC000000481502	Jessica Sanders	PC/Laptop	Hardware	None	TIR Missed:	No	0.40
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	1.37
INC000000481517	Janell Hall	Application	Error	Data Warehouse	TIR Missed:	No	0.21
Application Services	Tony Larsen	Health		Low	Resolved	TTR Missed: No	2.98
INC000000481524	Bobbi Hansen	Application	Error	Novell GroupWise	TIR Missed:	No	0.13
Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	4.58
INC000000481535	Michelle Grossman	Application	Error	Microsoft Office 2003 Profession	TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000481578	Amanda Hovermal	Network	Error	None	TIR Missed:	No	0.68
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.13
INC000000481611	Rett Hansen	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Health		Low	Resolved	TTR Missed: No	0.00
INC000000481667	Rich Foster	PC/Laptop	Virus	None	TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000481679	Tracy Freeman	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.00
INC000000481683	Tracy Freeman	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.00
INC000000481707	Jaime Lund	Network	Error	None	TIR Missed:	No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.02
INC000000481748	Carolyn Lund	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000481757	Jodee Summers	Network	None	None	TIR Missed:	No	0.93
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.96
INC000000481767	Lizeth Hernandez	Network	Error	Citrix ICA Client	TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00

Health

INC000000481821	Susan Mottice	Application	Error	Novell GroupWise	TIR Missed:	No	0.58
Application Services		Tony Larsen	Health		Low	Resolved	TTR Missed:	No	0.58

INC000000481821	Susan Mottice	Application	Error	Novell GroupWise	TIR Missed: No	0.58
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	0.58
INC000000481834	Stacy Edginton	Network	Error	None	TIR Missed: No	0.14
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.68
INC000000481836	Drew Quinn	Network	Incident	None	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.64
INC000000481837	Barbara Brownell	Network	Password	None	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.04
INC000000481905	Jodee Summers	PC/Laptop	Error	None	TIR Missed: No	0.20
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.40
INC000000481985	Heather Renie	Mainframe	Password	BlueZone	TIR Missed: No	0.47
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.59
INC000000482068	Jenni Sumner	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.27
INC000000482107	Tori Welling	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00
INC000000482116	Carmen Dickson	Mainframe	Password	BlueZone	TIR Missed: No	0.08
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.15
INC000000482147	Susan Ord	Application	Error	Proofpoint Email Security	TIR Missed: No	0.88
Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	0.91
INC000000482148	Alexander Cruz	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000482186	Pete Martinez	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.16
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	2.51
INC000000482198	Patrice Morley	PC/Laptop	Virus	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	3.89
INC000000482280	Jodi Smith	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000482545	Janell Hall	Application	Error	None	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.03
INC000000482559	John Slade	Network	Performance	Novell Messenger	TIR Missed: Yes	1.15
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.15
INC000000482573	Nanette Waters	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00

Health						

INC000000482577	Paul Lund	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	0.50
INC000000482595	Gene Cottrell	EIS Hardware	None	None		TIR Missed: No	0.57
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.57
INC000000482677	Linda Schiele	Application	Error	Women, Infant, and Children Nu		TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000482746	Patrice Morley	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	0.37
INC000000482749	Margaret Riley	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health		Low	Resolved	TTR Missed: No	0.03
INC000000482772	Kristi Smith	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	0.47
INC000000482795	Leslie Clark	Application	Password	None		TIR Missed: No	0.11
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.31
INC000000482818	Kelsey Redding	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.70
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	3.01
INC000000482868	Craig Mitchell	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health		Low	Resolved	TTR Missed: No	0.00
INC000000482896	Denise Spicer	None	None	None		TIR Missed: No	0.17
Metro D Desktop Support	Tina West	Health		Low	Resolved	TTR Missed: No	0.47
INC000000482901	Nathaniel Ash	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.04
INC000000482903	Jesika Connell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.03
INC000000482907	Tad Purser	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.03
INC000000482908	Gene Cottrell	Network	Error	None		TIR Missed: No	0.16
Strategic Communications	Dennis Rogers	Health		Low	Resolved	TTR Missed: No	0.16
INC000000482909	Bruce Wood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.94
INC000000482932	Carolyn Lund	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000482978	Mykio Saracino	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health		Low	Resolved	TTR Missed: No	0.00

Health

INC000000483067	Wayne Davis	Application	Error	Novell GroupWise	TIR Missed: No	0.36
	Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	0.79
INC000000483079	Shirley Ala	PC/Laptop	Error	None	TIR Missed: No	0.72
	Metro B Desktop Support	Ken Bolkcom	Health		Low	Resolved	TTR Missed: No	1.27
INC000000483122	Tracy Freeman	Application	Error	None	TIR Missed: No	0.20
	Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	0.24
INC000000483173	Melissa Leak	Application	None	Proofpoint Email Security	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Health		Low	Resolved	TTR Missed: No	0.01
INC000000483201	Kim Shinkosky	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Health		Low	Resolved	TTR Missed: No	0.00
INC000000483237	Janine Whaley	PC/Laptop	Hardware	None	TIR Missed: No	0.05
	Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	1.89
INC000000483260	Michelle Grossman	PC/Laptop	Hardware	Microsoft Windows XP Professi	TIR Missed: No	0.15
	Metro B Desktop Support	Peter Musser	Health		Low	Resolved	TTR Missed: No	0.74
INC000000483310	Mark Gaskill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.43
	Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.05
INC000000483324	Lanette Sorensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health		Low	Resolved	TTR Missed: No	1.43
INC000000483333	Darin Dennis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000483335	Cindy Page	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	0.05
INC000000483339	Sarah Roundy	Application	Error	Citrix ICA Client	TIR Missed: No	0.32
	Application Services	Terry Forsgren	Health		Low	Resolved	TTR Missed: No	0.33
INC000000483418	Janine Whaley	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	5.21
INC000000483429	Jerry Edwards	Application	Error	Citrix ICA Client	TIR Missed: Yes	2.18
	Application Services	Terry Forsgren	Health		Low	Resolved	TTR Missed: No	2.59
INC000000483484	Rachelle Johnson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.11
	Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	1.10
INC000000483528	Colleen Murphy	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.41
	Metro D Desktop Support	Tina West	Health		Low	Resolved	TTR Missed: No	0.65
INC000000483538	Jodee Summers	Network	Error	None	TIR Missed: No	0.40
	Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	0.56

Health

INC000000483605	Carmen Dickson	Mainframe	Password	BlueZone	TIR Missed: No	0.13
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.13

INC000000483605	Carmen Dickson	Mainframe	Password	BlueZone		TIR Missed: No	0.13
Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.13
INC000000483666	Jennifer Franchow	Telecom	None	Telephone		TIR Missed: No	0.20
Voice/Data/WAN Services	T Artis	Health	Low	Resolved	TTR Missed: No	0.58
INC000000483735	Gina Pola-Money	PC/Laptop	Performance	None		TIR Missed: No	0.68
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.41
INC000000483762	Nanette Waters	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000483769	Purita Buck	Server	Performance	None		TIR Missed: No	0.07
Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	1.13
INC000000483792	Sarah Roundy	Application	Error	Citrix ICA Client		TIR Missed: No	0.69
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	2.56
INC000000483795	John Hylen	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.11
Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.20
INC000000483797	Mitzi Bigelow	Application	None	None		TIR Missed: No	0.05
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.18
INC000000483834	Carmen Dickson	Telecom	None	Telephone		TIR Missed: No	0.30
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Resolved	TTR Missed: No	0.90
INC000000483868	Laverne Snow	Network	Password	Novell GroupWise		TIR Missed: Yes	1.04
Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	1.04
INC000000483877	Tami Spencer	Application	Password	BlueZone		TIR Missed: No	0.14
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.24
INC000000483885	Allan Liu	Application	None	None		TIR Missed: No	0.64
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: Yes	6.85
INC000000483894	Brandi Frandsen	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.76
INC000000484039	Janell Hall	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484067	Nina Baker	Application	Error	Novell GroupWise		TIR Missed: No	0.18
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.87
INC000000484076	Vicki Ruesch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484121	Patrice Morley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.45

Health						

INC000000484132	Mitzi Bigelow	Mainframe	Password	BlueZone	TIR Missed: Yes	1.60
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	1.60
INC000000484175	Nanette Waters	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: Yes	1.73
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	1.73
INC000000484177	Nanette Waters	None	None	None	TIR Missed: Yes	2.25
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	2.25
INC000000484193	Krysta Badger	Network	Error	PGP	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484206	Sheila Trott	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: No	0.55
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.42
INC000000484215	Darrin Brown	Mobile Devices	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484283	Brenda Ralls	Network	None	None	TIR Missed: No	0.00
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	2.01
INC000000484284	Lisa Kane	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484294	Liliana Lao	Application	Error	Medicaid Managed Care System	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Health	Low	Resolved	TTR Missed: No	0.19
INC000000484313	Salinda Whetman	Application	Password	None	TIR Missed: Yes	0.58
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.14
INC000000484331	Kathy A Hills	Application	Reporting	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484355	Alexandria Leffler	Telecom	Voice Mail	Telephone	TIR Missed: No	0.18
	Voice Operations	Gail Christiansen	Health	Low	Resolved	TTR Missed: No	0.18
INC000000484371	Randa Pickle	Application	Password	Medicaid Managed Information	TIR Missed: No	0.32
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.32
INC000000484438	Kara Verner	EIS Hardware	None	None	TIR Missed: No	0.49
	Strategic Communications	Luis Larios	Health	Low	Resolved	TTR Missed: No	3.72
INC000000484539	Salinda Whetman	None	None	None	TIR Missed: No	0.00
	Metro D Hosting	Danny Simmons	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484603	Michelle Grossman	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Health	Low	Resolved	TTR Missed: No	5.72
INC000000484607	Michelle G Christensen	Application	Error	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Health	Low	Resolved	TTR Missed: No	0.00

Health

INC000000484619	Lorna Ward	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.28
INC000000484695	Krysta Badger	PC/Laptop	Hardware	None		TIR Missed: No	0.67
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.91
INC000000484722	Linda Schiele	Application	Error	Novell GroupWise		TIR Missed: No	0.48
	Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.55
INC000000484725	Shelly Phillips	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	
INC000000484734	Sue Hopper	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Health	Low	Resolved	TTR Missed: No	
INC000000484738	Carmen Dickson	Mainframe	Password	BlueZone		TIR Missed: No	0.19
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.21
INC000000484755	Lisa Wimmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484756	Slava Kopelev	Application	None	Citrix ICA Client		TIR Missed: No	0.20
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	4.64
INC000000484772	Kara Verner	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484795	Mitzi Bigelow	Mainframe	Password	BlueZone		TIR Missed: No	0.20
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.20
INC000000484801	Julia Mathews	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484825	Alexandria Leffler	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484867	Chris Furner	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484869	Lizeth Hernandez	Application	Error	Citrix Installation Manager		TIR Missed: No	0.92
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	0.96
INC000000484889	Rick Wardle	Application	Error	Vision		TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000484905	Carmen Dickson	Mainframe	Password	BlueZone		TIR Missed: No	0.26
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.27
INC000000484932	Jason Stewart	Application	Password	Gmail		TIR Missed: No	0.64
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	0.92

Health

INC000000484941	Lisa Hunt	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk		Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00

INC000000484957	Tracey Williams	PC/Laptop	Hardware	None	TIR Missed: No	0.45
Metro D Desktop Support		Tina West	Health	Low	Resolved	TTR Missed: No	1.31

INC000000484964	Aryavash Aryazand	Telecom	None	Telephone	TIR Missed: Yes	4.35
Voice/Data/WAN Services		Greg Blessing	Health	Low	Resolved	TTR Missed: No	4.35

INC000000484978	Peter Taillac	Network	Incident	None	TIR Missed: No	0.11
Campus Networking		Jordy Davis	Health	Low	Resolved	TTR Missed: No	0.23

INC000000484984	Toni Estrada	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00

INC000000485007	Dee Anne McGuire	Application	Error	Novell Messenger	TIR Missed: No	0.00
Metro D Desktop Support		Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00

INC000000485032	Shaelee Curtis	Application	Password	Citrix ICA Client	TIR Missed: No	0.17
Application Services		Tony Larsen	Health	Low	Resolved	TTR Missed: No	0.42

INC000000485038	Kathy Hills	Telecom	Voice Mail	Telephone	TIR Missed: No	0.63
Voice Operations		Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.63

INC000000485060	Wu Xu	Application	Password	Remedy Service Request Mana	TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00

INC000000485066	Irene Petrogeorge	Application	Error	Microsoft Word	TIR Missed: No	0.22
Metro D Desktop Support		Tina West	Health	Low	Resolved	TTR Missed: No	1.41

INC000000485067	Wu Xu	Network	None	None	TIR Missed: No	0.96
Metro D Hosting		Steven Haderlie	Health	Low	Resolved	TTR Missed: No	2.84

INC000000485099	Butch Luers	None	None	None	TIR Missed: No	0.46
Metro D Desktop Support		Tina West	Health	Low	Resolved	TTR Missed: No	2.16

INC000000485150	Robert Rolfs	Application	Reporting	Gmail	TIR Missed: No	0.36
Application Services		Dustin Crump	Health	Low	Resolved	TTR Missed: No	0.40

INC000000485159	Mitzi Bigelow	Mainframe	Password	BlueZone	TIR Missed: No	0.45
Operations Production Control		Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.47

INC000000485175	Mykio Saracino	None	None	None	TIR Missed: No	0.39
Application Services		Bart Purser	Health	Low	Resolved	TTR Missed: No	1.81

INC000000485190	Michelle Martin	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.19
Metro D Desktop Support		Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.00

INC000000485192	Kevin Bagley	None	None	Gmail	TIR Missed: No	0.00
Metro C Help Desk		Chris Olson	Health	Low	Resolved	TTR Missed: No	0.00

Health

Incident	Name	Category	Type	Item	TIR		Value
INC000000485257	Jessica Sanders	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.64
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	2.30
INC000000485283	David Antell	Telecom	Hardware	Telephone	TIR Missed:	Yes	1.04
	Voice/Data/WAN Services	Greg Blessing	Health	Low	Resolved	TTR Missed: No	1.04
INC000000485304	Robyn Lipkowitz	Network	Password	None	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485322	Brad Morse	Application	Password	Medicaid Managed Information	TIR Missed:	No	0.41
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.43
INC000000485328	Ann Deering	PC/Laptop	Performance	None	TIR Missed:	No	0.17
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.35
INC000000485338	Lori Savoie	None	None	None	TIR Missed:	Yes	3.26
	Budget	Kellie Lewis	Health	Low	Closed	TTR Missed: No	3.26
INC000000485343	Joe Mason	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485428	Shelly Phillips	None	None	None	TIR Missed:	Yes	2.22
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.35
INC000000485442	Rosanna Alba	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
	Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485473	Sandy Foxley	Application	None	Medicaid Managed Information	TIR Missed:	No	0.00
	Rural North Desktop Support	Neil Smedley	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485501	Krysta Badger	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485515	Kimra Goble	Application	Password	None	TIR Missed:	No	0.15
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.16
INC000000485546	Jennifer Brown	Mobile Devices	Error	iPhone	TIR Missed:	No	0.73
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: Yes	6.02
INC000000485552	Cyndi Bemis	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485561	Larene Adams	Application	Password	Gmail	TIR Missed:	No	0.71
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	1.11
INC000000485569	Tricia Rawson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485578	Carol Runia	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00

Health						

INC000000485608	Carmen Dickson	Application	Password	BlueZone	TIR Missed: No	0.12
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.15
INC000000485612	Kelsey Redding	PC/Laptop	Password	None	TIR Missed: No	0.30
Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.84
INC000000485617	Lori Smith	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.95
Metro C West Desktop Support	Cody Flanders	Health	Low	Resolved	TTR Missed: No	1.98
INC000000485634	Sandy Foxley	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485677	Rodney Hopkins	None	None	None	TIR Missed: No	0.00
Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485690	Rett Hansen	Application	Error	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485727	Toni Estrada	Telecom	Voice Mail	Telephone	TIR Missed: No	0.49
Voice Operations	Kelly Johnson	Health	Low	Resolved	TTR Missed: No	1.58
INC000000485756	Lauri Valerio	Application	Reporting	Utah Statewide Immunization In	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485811	Linda Schiele	EIS Hardware	PC/Laptop	None	TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485888	Anna Dillingham	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485898	Rhonda Lee	Network	Password	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485905	Rhonda Lee	Network	Incident	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Health	Low	Resolved	TTR Missed: No	0.00
INC000000485907	Michelle Grossman	PC/Laptop	Performance	None	TIR Missed: No	0.28
Metro B Desktop Support	Michael Barth	Health	Low	Resolved	TTR Missed: No	5.92
INC000000485965	Lynn Pease	Application	Error	Novell GroupWise	TIR Missed: No	0.21
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.21
INC000000485986	Marie Nagata	Application	Error	Gmail	TIR Missed: No	0.59
Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	2.38
INC000000486040	Sheila Trott	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.86
INC000000486068	Beverly Jackson	Application	Password	Gmail	TIR Missed: No	0.17
Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	0.81

Health						

INC000000486158	Jon Reid	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000486160	Tori Welling	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00
INC000000486167	Craig Mitchell	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00
INC000000486171	Marlo Corona	None	None	None	TIR Missed: No	0.38
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	4.23
INC000000486175	Jodi Finlayson	Application	Error	Microsoft Office XP Professiona	TIR Missed: No	0.04
Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	3.06
INC000000486252	Patrice Morley	PC/Laptop	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.46
INC000000486295	Sherrily Brown	Application	Error	PGP	TIR Missed: No	0.22
Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.85
INC000000486317	Amber Kelly	Application	Password	Gmail	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000486350	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000486450	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000486530	Kate Hester	Application	Error	Citrix ICA Client	TIR Missed: No	0.14
Rural North Desktop Support	Lori Hartzell	Health	Low	Resolved	TTR Missed: No	0.41
INC000000486563	Paula Edens	PC/Laptop	Error	None	TIR Missed: No	0.09
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.21
INC000000486569	Christopher Wnek	None	None	None	TIR Missed: Yes	1.72
Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	2.55
INC000000486608	Peggy Montague	PC/Laptop	None	Microsoft Windows XP Professic	TIR Missed: No	0.40
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.67
INC000000486622	Heather Renie	None	None	None	TIR Missed: No	0.57
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.62
INC000000486628	Lily Doyle	Application	Password	Citrix ICA Client	TIR Missed: Yes	1.73
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.98
INC000000486632	Brian Muir	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00

Health						

INC000000486646	Winfred Pauley	Application	Password	Utah Master Directory	TIR Missed: No	0.15
Help Desk	James Stearns	Health		Low	Resolved	TTR Missed: No	0.15
INC000000486695	Michelle Grossman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000486717	Sandy Spencer	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.06
INC000000486725	Nanette Waters	None	None	None	TIR Missed: No	0.04
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.06
INC000000486754	Nanette Waters	None	None	None	TIR Missed: No	0.17
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.19
INC000000486756	Pam Kerby	Application	None	Oracle 8 Enterprise Edition	TIR Missed: No	0.54
Application Support - Oracle	Jill Everett	Health		Low	Resolved	TTR Missed: No	3.22
INC000000486772	Kathy Cordova	Application	Password	Novell GroupWise	TIR Missed: No	0.12
Application Services	Martin Gonzalez	Health		Low	Resolved	TTR Missed: No	0.18
INC000000486775	Rosanna Alba	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.74
Metro B Help Desk	Val Shepherd	Health		Low	Resolved	TTR Missed: No	3.95
INC000000486822	Michelle Grossman	PC/Laptop	Password	None	TIR Missed: No	0.06
Metro B Desktop Support	Ken Bolkcom	Health		Low	Resolved	TTR Missed: No	4.40
INC000000486858	Marcee Mortensen	Application	Error	Novell GroupWise	TIR Missed: No	0.64
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	0.98
INC000000486967	Gene Cottrell	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.15
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.78
INC000000486985	Anna Packer	Application	Error	Adobe Reader	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000486986	Merrila Erickson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000486997	Nanette Waters	None	None	None	TIR Missed: No	0.06
Operations Production Control	Cal Brinton	Health		Low	Resolved	TTR Missed: No	0.06
INC000000487039	Carolyn Lund	Network	Password	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000487049	Heather Carlson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health		Low	Resolved	TTR Missed: No	0.00
INC000000487079	Andrea Kofoed	Application	Password	Microsoft Windows 7	TIR Missed: No	0.51
Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	1.39

Health						

INC000000487137	Jonathan Anderson	Application	Password	Gmail	TIR Missed: No	0.15
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	1.22
INC000000487192	Jenniel Allen	Mobile Devices	None	iPhone	TIR Missed: Yes	1.35
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	1.35
INC000000487212	Lauri Valerio	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000487309	Kathy Cordova	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	5.78
INC000000487385	Sandy Spencer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000487400	Alexandria Leffler	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000487402	Carmen Dickson	Application	Password	None	TIR Missed: No	0.08
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.08
INC000000487434	Carol Runia	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000487438	Alia Rauf	Application	Error	ZENworks for Desktops	TIR Missed: No	0.53
	Metro C West Desktop Support	Cody Flanders	Health	Low	Resolved	TTR Missed: No	0.63
INC000000487446	Cyndi Bemis	PC/Laptop	Password	None	TIR Missed: No	0.76
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.89
INC000000487460	Doug May	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000487473	Michelle Grossman	Network	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000487485	Kara Verner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000487497	Kim K Hadley	Application	Password	Utah Master Directory	TIR Missed: No	0.18
	Metro B Help Desk	Gary Graham	Health	Low	Resolved	TTR Missed: No	1.28
INC000000487543	Lauri Valerio	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Resolved	TTR Missed: No	1.58
INC000000487559	Diana Webb	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.04
INC000000487567	Brenda Ralls	Application	Reporting	Novell GroupWise	TIR Missed: No	0.24
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.99

Health

INC000000487579	Andrea Kofoed	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000487583	Nghia Nguyen	Mobile Devices	Error	Gmail	TIR Missed:	Yes	1.04
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	1.04
INC000000487600	Mitzi Bigelow	None	None	None	TIR Missed:	No	0.29
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.29
INC000000487611	Brent Curtis	Network	Error	None	TIR Missed:	No	0.08
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.78
INC000000487760	Leslie Davies	Application	Reporting	Novell GroupWise	TIR Missed:	No	0.58
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.62
INC000000487771	Brandi Frandsen	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.78
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	2.17
INC000000487844	Debra Miller	Application	Reporting	Medicaid Managed Information	TIR Missed:	No	0.56
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: Yes	12.70
INC000000487845	Don Wood	Server	Error	None	TIR Missed:	No	0.09
	Capitol Hosting	Conn Peterson	Health	High	Resolved	TTR Missed: No	0.09
INC000000487874	Lizeth Hernandez	Application	Error	Microsoft Excel	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000488016	Theron Jeppson	None	None	Gmail	TIR Missed:	No	0.00
	Help Desk	Fred Schmidt	Health	Low	Resolved	TTR Missed: No	0.06
INC000000488025	Jesika Connell	Application	Error	Novell GroupWise	TIR Missed:	No	0.19
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.19
INC000000488043	Arianna Adrignola	Application	None	None	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000488137	Joannah Sparks	None	None	None	TIR Missed:	No	0.00
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	0.00
INC000000488145	Kathy Cordova	Network	Error	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.34
INC000000488151	Tiffani Jackman	PC/Laptop	Error	None	TIR Missed:	No	0.00
	Metro B Desktop Support	Ken Bolkcom	Health	Low	Resolved	TTR Missed: No	2.30
INC000000488180	Krysta Badger	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000488189	Julia Robertson	Network	Virus	None	TIR Missed:	No	0.76
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.91

Health

INC000000488197	Donna Thomas	Application	Error	Novell GroupWise		TIR Missed:	Yes	1.22
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed:	No	1.88
INC000000488200	Julie Moore	Network	Error	None		TIR Missed:	No	0.44
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed:	No	2.46
INC000000488258	Kathy Cordova	Remote Connectivity	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Health	Low	Resolved	TTR Missed:	No	0.48
INC000000488408	Brandi Frandsen	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed:	No	0.40
INC000000488413	Julie Moore	PC/Laptop	Virus	Microsoft Windows XP Professic		TIR Missed:	No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed:	No	1.74
INC000000488455	Kristin Hafoka	Application	Password	Utah Master Directory		TIR Missed:	No	0.65
	Help Desk	Eileen Dubach	Health	Low	Resolved	TTR Missed:	No	0.65
INC000000488528	Julie Moore	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed:	No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed:	No	2.93